

EXPRESS MAIL LABEL NO. EL746147219US

CLAIMS:

1. A method on a first database server networked to at least one other database server containing collaborative database information records including one or more problem identifiers, one or more work identifiers, one or more work histories, and at least one additional record, the method on the first database server comprising the steps of:
 - selecting at least one remote database server;
 - searching at least one problem identifier for entries to be reconciled with the at least one selected remote database server;
 - searching one or more work histories for a given problem identifier to be reconciled with the at least one selected remote database server for a predetermined entry;
 - searching for one or more sequence numbers that are greater than a sequence number in the work identifier in one or more work history records with the predetermined entry and for those one or more sequence numbers that are greater than a sequence number in the work identifier performing the sub-steps of:
 - sending at least one result to the at least one remote database server;
 - appending a predetermined identifier in the work history field; and
 - incrementing the sequence number in the work identifier.
2. The method of claim 1, wherein the step of searching the work history record for a predetermined entry, further comprises:
 - searching for a predetermined entry which does not include a time entry.
3. The method of claim 1, wherein the step of sending one or more results further includes:
 - sending one or more results with work histories which are greater than the sequence number in the work identifier field.

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4. A method of entering information on a first database server networked to at least one other database server, containing collaborative database information including the following database fields; a problem identifier field, a work identifier field, a work history field, and at least one additional record field, the method on the first database server comprising:
 5. searching for a problem identifier in the problem identifier field for a predetermined value;
 - wherein if the problem identifier is found then:
 - 10 incrementing a counter in a work identifier field for a database record being appended;
 - appending information into the work history for the record;
 - wherein if the problem identifier is not found then:
 - 15 assigning a unique problem identifier in a problem identifier field and initializing a counter value in a work identifier field; and
 - entering work history information into the work history field.
5. The method according to claim 4, wherein the step of appending the information into the work history further includes information without the use of a time stamp.
- 20 6. The method according to claim 4, wherein the step of searching for a problem identifier includes searching for a problem identifier as part of a help desk application.

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7. The method according to claim 4, further comprises:
 - searching the work history field for a given problem identifier to be reconciled with the at least one remote database server for a predetermined entry;
 - searching for a sequence number that is greater than a sequence number in the work identifier in work history field with the predetermined entry;
 - sending at least one result from the searching for a sequence number to the at least one remote database server;
 - appending a predetermined identifier for each of the results sent in the work history field; and
- 10 incrementing the number in the work identifier field.
8. The method according to claim 7, wherein the step of sending at least one result from the searching for the sequence number includes sending a result to the at least one remote data base server with a database schema that is different than a database schema for the first database server.
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9. The method according to claim 7, wherein the step of sending at least one result from the searching for the sequence number includes sending a result to the at least one remote data base server with a database schema that is different than a database schema for the first database server.
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10. The method according to claim 7, wherein the step of sending the at least one result from the searching for the sequence number includes sending at least one result from a database schema that have been previously designated as non-confidential.

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11. A computer readable medium containing programming instructions for a first database server networked to at least one other database server containing collaborative database information records including one or more problem identifiers, 5 one or more work identifiers, one or more work histories, and at least one additional record, the computer readable medium comprising the programming steps instructions for:
 - selecting at least one remote database server;
 - searching at least one problem identifier for entries to be reconciled with the at 10 least one remote database server;
 - searching one or more work histories for a given problem identifier to be reconciled with the at least one remote database server for a predetermined entry ;
 - searching for one or more sequence numbers that are greater than a sequence number in the work identifier in one or more work history records with the 15 predetermined entry and for those one or more sequence numbers that are greater than a sequence number in the work identifier performing the sub-steps of:
 - sending at least one result of all to the at least one remote database server;
 - appending a predetermined identifier in the work history field; and 20 incrementing the sequence number in the work identifier.
12. The computer readable medium of claim 11, wherein the programming instructions for searching the work history record for a predetermined entry, further contains instructions for:
 - 25 searching for a predetermined entry which does not include a time entry.
13. The computer readable medium of claim 11, wherein the programming step of sending one or more results further includes instructions for:
 - 20 sending one or more results with work histories which are greater than the sequence number in the work identifier field.

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14. The computer readable medium containing programming instructions for
entering information on a first database server networked to at least one other
database server, containing collaborative database information including the following
database fields: a problem identifier field, a work identifier field, a work history field, and
5 at least one additional record field, the programming instructions on the first database
server comprising instructions for:
searching for a problem identifier in the problem identifier field for a
predetermined value;
wherein if the problem identifier is found then;
10 incrementing a counter in a work identifier field for a database
record being appended;
appending information into the work history for the record;
wherein if the problem identifier is not found then
15 assigning a unique problem identifier in a problem identifier field
and initializing a counter value in a work identifier field; and;
entering work history information into the work history field.

16. The computer readable medium of claim 14, wherein the instructions for
appending the information into the work history further includes programming
instructions that do not include the use of a time stamp.
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17. The computer readable medium of claim 14, wherein the instructions for
searching for a problem identifier includes searching for a problem identifier as part of a
help desk application.

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17. The computer readable medium of claim 14, further containing programming instructions for:

searching the work history field for a given problem identifier to be reconciled with the at least one remote database server for a predetermined entry;

5 searching for a sequence number that is greater than a sequence number in the work identifier in work history field with the predetermined entry;

sending at least one result from the searching for a sequence number to the at least one remote database server;

10 appending a predetermined identifier for each of the results sent in the work history field; and

incrementing the number in the work identifier field.

18. The computer readable medium of claim 17, wherein the programming

instructions for sending at least one result from the searching for the sequence number

15 includes programming instructions for sending a result to the at least one remote data base server with a database schema that is different than a database schema for the first database server.

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19. A data processing enterprise having at least two processing elements networked together, comprising:

- at least one database program with a problem identifier field, a work identifier field, a work history field, and at least one additional record field; and
- 5 a bridge program for communicating with the database program running on at least one other networked processor including a means for performing the steps of:
 - searching at least one problem identifier for entries to be reconciled with the at least one other networked processor;
 - 10 searching one or more work histories for a given problem identifier to be reconciled with the at least one other networked processor for a predetermined entry;
 - searching for one or more sequence numbers that are greater than a sequence number in the work identifier in one or more work history records with the predetermined entry and for those one or more sequence numbers that are greater than a sequence number in the work identifier performing the sub-steps of:
 - 15 sending at least one result to the at least one other networked processor;
 - appending a predetermined identifier in the work history field; and
 - 20 incrementing the sequence number in the work identifier.